

EmpowHR 9.0 Upgrade
User Acceptance Testing (UAT)
DPR Flow Description

1. During UAT, the user community is responsible for creating, executing and reporting test results. In the case a defect is found, the user will perform the following steps:
 - a. Complete a soft copy of the DPR Form. The DPR form requires the tester to enter the following information: Date Reported, Submitter's Name, Submitter's Agency, Submitter's Phone Number, Test Script ID, User ID, Function (ex. Job Code, Position Management), Menu Navigation, Empl ID, and detailed description of the defect.
 - b. Take a screen print(s) of the error(s) and paste at the end of the DPR Form.
 - c. Update the soft copy of the test script by indicating P/F (Pass/Fail) for each line of the script executed.
2. Once the defect has been properly documented, the tester will send the above documents to their Agency Test Coordinator. The Agency Test Coordinator will conduct analysis of the problem and determine if the problem is a user error or system error. The Agency Test Coordinator will make a recommendation for Type of Defect: (C=Code, D= Documentation, E= Environment, F=Enhancement, R=Requirements, S=Security, U=User, O=Other) and Criticality: (1= Critical, 2= High, 3= Normal). Once all documentation is reviewed, the Agency Test Coordinator will forward all information, including the recommendation for Type of Defect and Criticality, to the NFC EmpowHR QA Team (email address will be provided).
3. After receiving the DPR and supporting documents via email, the EmpowHR QA Team will reply-to-all to acknowledge receipt of the email. The NFC EmpowHR QA Team will validate and review the submitted DPR information. If all information is accurate, QA Team will enter the DPR information into the DPR Database. At this time, a system-generated DPR number will be forwarded to the UAT Coordinator, and Agency Test Coordinators.
4. The NFC EmpowHR QA Team will forward the script, DPR form and all screenshots to the Development Triage Team (Unisys). The Triage Team Coordinator will determine complexity of the defect and provide the QA Team with a planned fix date within 48 hours of receiving defect from QA Team.
5. Once the defect has been resolved, the Triage Team will contact the QA Team that the DPR is ready for retest.

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6. QA Team will conduct retest of the DPR.
 - a. If the DPR fails during QA, the QA Team will notify the Triage Coordinator of the issue. At this point in time, the QA Team does not communicate the failed regression test to the Agency Test Coordinator.
 - b. If the DPR passes during QA, the QA Team will notify the UAT Coordinator and the Agency Test Coordinator that the DPR is ready for regression testing in UAT.
7. UAT Team will conduct retest of DPR
 - a. If the DPR fails regression testing in UAT, the Agency Test Coordinator will notify the QA Team and the UAT Coordinator via email. The QA Team will validate the failed test, and if valid, will notify the Triage Team Coordinator. If the failed regression test reported by the UAT Team is invalid, the QA Team will provide the reason it is invalid and determine whether the DPR should be closed or retested by the UAT Team.
 - b. If the DPR passes regression testing in UAT, the UAT Coordinator will notify the QA Team. The QA Team will close the DPR.
8. DPR Closure. The QA Team will document the date the DPR was reported, fixed, and retested in both QA and UAT and provided detailed description of the resolution of the DPR. The detailed description of the resolution will be provided to the QA Team from the Triage Team Coordinator.